



Insurance  
Health  
Pensions  
Life

## COLONIAL

20 March 2020

To all our valued clients,

For over 50 years the Colonial Group has operated by one main core value which is to “take care of our clients and staff”. This enduring value guides us as we face the difficult challenge of responding to the novel coronavirus (COVID-19), which the World Health Organization has now declared a pandemic.

It is clear that in Bermuda as well as the rest of the world we are facing an unprecedented challenge. At Colonial we are concerned and focused on doing what we can to keep our families and communities safe and healthy.

The situation around COVID-19 continues to evolve, and we are committed to doing everything we can to ensure that we balance the needs of our business with the health and well-being of our clients, employees and the community.

Further to the most recent developments locally, I wanted to take this opportunity to contact you about our plans to protect and help you in navigating through these difficult and uncertain time. In light of the confirmation of COVID-19 cases in Bermuda, and the Government’s decision to shut down its offices, schools and public transportation, we have made the decision to close our office to walk in clients, commencing Monday 23rd March 2020.

However, we will continue to service you through our online platforms and phone lines. This decision was not taken lightly, but is made in an effort to minimize the COVID-19 threat and contain the transmission of the virus. Our commitment is to taking the right measures that ensure the safety and health of both clients and staff. While you can expect changes to our current business and customer management processes as the situation progresses, you can be assured that we will take every precaution to ensure that you receive the same levels of service that you have become accustomed to.

Here’s the information you will need in order to conduct business with us until it is deemed safe to resume our normal business activities.

**Telephone** (441) 296-3200

**Email** [Medical\\_Claims\\_BM@colonial.BM](mailto:Medical_Claims_BM@colonial.BM) – for submitting claims  
<https://health.cgigroup.com/cmi/support/contact/> to submit an enquiry via the web portal. You can also register here for the web portal.

**Online Payments** Premium payments can continue to be made by credit/debit card via phone or by bank transfer to the following accounts (please reference your policy number).

COLONIAL MEDICAL INSURANCE COMPANY LIMITED  
Health Insurance & Employee Benefits  
Jardine House, 33-35 Reid Street, Hamilton HM 12, Bermuda  
P.O. Box HM 1559, Hamilton HM FX, Bermuda  
tel. (441) 296 3200 fax. (441) 295 9036 [www.cgigroup.com](http://www.cgigroup.com)



**Bermuda Dollar payments:**

Butterfield Bank 20 006 060 918081 100

Clarien Bank 4710911348

HSBC 010-129385-001

**USD payments:**

Butterfield Bank 20 006 840 918081 100

You may also select “Colonial Medical Company Limited” as a bill payee and reference your policy number.

**Card Payments** Payments can be made over the phone by Debit card, Visa and MasterCard.

**Visiting In Person**

Whilst we encourage you to practice “social distancing” to safeguard you, your friends and family from the risk of infection, we also recognize that you may have personal circumstances that may require you to visit our office in person. As long as it is safe to do so, we are willing to accommodate you on an appointment basis only until further notice. Please call and discuss your individual circumstance with our service representatives who can arrange an appointment for you.

**Claims Settlements**

Claims settlements can be issued directly into your account.

We will keep you abreast with regular updates via our website and social media platforms.

We urge you to follow the latest official health updates to ensure that you remain informed of any new developments. Your health, caring for our staff, and preventing the spread of the virus, are our highest priority.

I want to assure you that we remain committed to serving you and your insurance needs in these turbulent times. I also recognize that there may be some inconvenience caused and apologize in advance. This island nation is resilient and by working together we will come through this challenging period.

Thank you for your continued business and support.

Yours sincerely

Naz Farrow  
President & CEO  
Colonial Group of Companies